



# CITY OF TUSTIN

## EMPLOYMENT OPPORTUNITY

### COMMUNICATIONS OFFICER #06-45

I \$3,916 - \$4,782 PER MONTH

II \$4,117 - \$5,027 PER MONTH

Placements may be made at either level depending on City needs and applicant qualifications.

**CONTINUOUS RECRUITMENT – next written exam is February 16, 2007**

**A completed application, supplemental questionnaire and typing certificate are required.**

**THE POSITION:** Under immediate (I level) or direct (II level) supervision, this is a dispatch position responding to emergency calls for police service(s) requiring independent judgment as to a course of action where unprecedented situations may arise; performs a variety of general support duties related to communication activities including recordkeeping, typing, filing, monitoring alarm systems and teletype communications; performs related duties as assigned. Part-time & non-benefited positions may be available.

**CLASS CHARACTERISTICS:** Incumbents in these positions will effectively demonstrate self-control, poise, composure and concentration while working in a high-pressure, fast-paced environment; adjust to a fluctuating and demanding workflow; simultaneously receive, regard, respond and document information from multiple sources while maintaining accuracy; maintain a friendly, courteous and professional manner at all times, especially when dealing with frustrating or challenging situations; adjust to a work schedule in a quasi-military style setting, that may vary according to the needs of a department which provides service 24 hours a day; deal assertively with others in meeting the needs of the department while maintaining a cooperative attitude; project a pleasant, and clear professional voice over all communication instruments; not be unduly offended by unpleasant situations, obscene language or being addressed in a loud, abrupt or confrontational manner.

**Communications Officer I:** This is the entry level classification in the Communications Officer series. Incumbents in this classification are trained in department policies, procedures and systems by higher level communications staff. Generally, work is observed and reviewed both during performance and upon completion.

**Communications Officer II:** This is the journey level classification in the Communications Officer series. Positions in this classification are flexibly staffed and are normally filled by advancement from the lower classification of Communications Officer I. Appointment to the higher classification requires that the employee be performing the full range of duties assigned to the classification, successfully complete the Public Safety Dispatcher Certification training course approved by the California Commission on Peace Officers Standards and Training (POST) and the City of Tustin Communications Officer Training Program. Work in this classification is distinguished from that of the Communications Officer I classification by the greater independence with which an incumbent is expected to perform and by the skilled operation of all communications equipment.

#### **EXAMPLES OF DUTIES:**

- Receives and transmits routine and emergency telephone calls and radio messages; evaluates information to determine location of the emergency and the appropriate personnel and equipment needed to respond.
- Acts as a 911 System Operator receiving emergency calls and major emergency call and public disaster calls; dispatches required equipment and personnel on the computer aided dispatch system (CAD) as necessary pursuant to established procedures.

SEE ATTACHED "ADDITIONAL INFORMATION" FOR MORE DETAILS

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### **CONTINUOUS RECRUITMENT**

#### **ADDITIONAL INFORMATION**

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##### **EXAMPLES OF DUTIES (con't):**

- Maintains contact with all units on assignment to determine status and location; keeps supervisors and officers informed of current situations.
- Receives, records and routes incoming telephone and radio calls; communicates with callers to determine continuing disposition of calls; provides assistance and explains response procedures.
- Answers non-emergency calls for assistance, screens calls and routes calls to appropriate person or office; disseminates information to the public and responds to inquiries.
- Operates a variety of telecommunications and computer equipment; monitors other police radios. Contacts County and emergency management network agencies to provide information and coordinate call responses.
- Monitors jail alarms and operates controls to jail doors and sally port, monitors City Hall alarms, cameras, and parking structures; tests and inspects equipment as required.
- Utilizes a national crime computer system to enter and retrieve criminal record information; utilizes a computer system enter and retrieve data related to police calls and contacts; enters, updates and retrieves police related data from computer and teletype networks and inputs a daily log of all calls field units were dispatched to or initiated.

##### **MINIMUM QUALIFICATIONS:**

**Education/ Experience:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

**Communications Officer I** – High school graduation or equivalent. Previous experience involving heavy telephone usage, public contact, dispatch, police communications or related law enforcement experience is desirable; West Covina CAD Dispatch System experience is highly desirable.

**Communications Officer II** – High school graduation or equivalent plus two years of experience with a West Covina CAD Dispatch System.

##### **Knowledge of:**

**Communications Officer I** – Standard radio or telephone communications receiving and transmitting equipment; record keeping principles and practices; modern office procedures, methods and practices.

**Communications Officer II** – Principles, practices and procedures of law enforcement; police communication procedures and responsibilities; techniques for operating related radio, telephone and computer equipment; standard radio broadcasting procedures and rules; the geography and location of streets, landmarks and public and private facilities for the City; department procedures and policies and those of other user agencies; public safety classification codes.

**Ability and Skill to:** Exercise judgment in determining priority of calls and unit assignments in order to dispatch equipment and personnel quickly and effectively; work in the communications section under routine and emergency conditions; analyze situations quickly and exercise independent judgment; establish and maintain effective working relationships with other jurisdictions, the general public and other employees; react quickly and calmly in emergency situations; operate a computer to enter or update information; listening to, retaining and relaying information with clarity, speed and accuracy; type/word process at a net rate of 35 words per minute; communicate clearly and concisely, both orally and in writing; understand and follow oral and written instructions; follow standard broadcasting procedures and rules; utilize a wide variety of codes and computer commands; read and interpret street maps; understand and follow verbal and written directions; use correct English grammar, punctuation and spelling; effectively communicate and elicit information from upset and irate citizens; work with a minimum amount of supervision.

**PHYSICAL REQUIREMENTS:** This position required that the incumbent be physically able to work in a sedentary position for long periods of time which requires keen hearing ability; must be able to speak in a clear and concise manner; sit/stand to operate and monitor telecommunications console, communication equipment and security cameras; lean forward to access, review and enter data using telecommunication and computer equipment; turn and twist to move in chair and operate phones, switches and radio; reach above shoulder level to adjust channels and equipment; reach below shoulder level to use computer keyboard; grasp telephone receiver and office equipment; operate radio microphone foot pedal; lift and carry boxes typically weighing 40 pounds or less; read communications display monitor controls; hear and monitor phone/radio communications; work in a non-smoking atmosphere with low level lighting and no windows; communicate with the public in receiving calls, transmitting instructions and explaining information.

**SELECTION PROCESS:** The selection process may consist of a written test and an oral panel interview. The next written exam is scheduled for February 16, 2007.

**SPECIAL REQUIREMENTS/CERTIFICATIONS:**

- Type/word process at a net rate of 35 words per minute.
- Receive satisfactory results from a background investigation, physical examination and administrative screening which meet the established qualification standards.
- Must work varied rotating work shifts (typically 12 hours per day) including days, evenings, weekends, holidays and overtime as required. Communications Officer II may have their shift assignment adjusted to provide for an adequate number of trained and experienced personnel on each shift.
- Must be free from conviction of a felony or serious misdemeanor.
- Possession of a Class C California driver's license and a satisfactory driving record.

**Communications Officer I** – Required to obtain California Law Enforcement Teletype Systems Certification (CLETS) within 6 months from date of hire and POST Basic Public Safety Dispatcher Certification within one year of hire.

**Communications Officer II** – Requires California Law Enforcement Teletype Systems Certification (CLETS) and POST Basic Public Safety Dispatcher Certification at appointment.

**OTHER:** Pursuant to an Agency Shop agreement, union dues or service fees as a condition of employment is required. A qualified religious objection may be accommodated.

# City of Tustin

Human Resources Department  
300 Centennial Way, Tustin, CA 92780

## ABOUT TUSTIN

**TUSTIN** is a beautiful residential community located near many of Southern California's residential, educational, and cultural attractions. From its incorporation in 1927, Tustin has developed from a small village with 511 residents to its present population of approximately 71,767 residents. By 2020, Tustin's population is expected to grow to approximately 94,754.

**TUSTIN** is governed by a 5-member nonpartisan City Council under the Council-Manager form of government. A dynamic, professional atmosphere prevails within the City. The City operates with a \$43 million general fund budget and is staffed by approximately 290 full-time employees. The City staff is customer-oriented and enjoys the fast pace that growth brings to the work environment.

## RECRUITMENT INFORMATION

**APPLICATION PROCESS:** Original signed application and supplemental materials must be filled out completely, legibly, and received by 5:00 p.m. on the final filing date. **Postmarked, emailed, or faxed applications will not be accepted.**

**EXAMINATIONS:** Those applicants who appear to be among the best qualified will be selected to continue in the recruitment process. This process may include a written test, performance exam, oral board panel, or other testing assessment. Some positions require additional psychological, physical, and/or agility testing.

**SELECTION:** An eligibility list is established for each job classification and is normally valid for one year unless exhausted or canceled. Any candidate on the eligibility list may be selected to fill a vacancy for the same or similar position.

**EQUAL OPPORTUNITY:** The City of Tustin does not discriminate on the basis of race, color, religion, gender, sexual orientation, age, national origin, disability, marital status or political affiliation in its employment actions, decisions, policies, and/or practices.

**APPOINTMENT:** All employment offers are conditional based upon successfully passing a medical examination, which will include a drug & alcohol test, background investigation, and fingerprinting. Upon hire date, new employees must provide documentation which authorizes the legal right to work in the United States in compliance with the Immigration Reform and Control Act of 1986. All new employees are required to take a loyalty oath.

**PROBATIONARY PERIOD:** New Employees serve a probationary period of at least 12 months; Police Officers and Communications Officer 18 months. An employee may be rejected without cause or recourse during the probationary period.

**EMERGENCY SERVICE:** All City employees are required to perform assigned emergency service duties in the event of emergency or disaster.

**ACCOMMODATION:** If you require special accommodation, please contact Human Resources at 714-573-3040 at least 72 hours prior to the test date.

## EMPLOYEE BENEFITS

**FLEX BENEFIT PLAN:** The City provides a specific dollar amount to each regular employee to use toward the purchase of individual or family health and dental plans, additional life insurance, deferred compensation, and other related benefits. Dependent care and medical reimbursement programs are available.

**LIFE INSURANCE:** All regular full-time employees receive life insurance in an amount that is at least equal to the nearest \$1,000 of their annual salary. The actual amount may be greater depending on the bargaining unit.

**TUITION REIMBURSEMENT:** Available to regular employees upon passing probation.

**DEFERRED COMPENSATION:** Employees may defer earnings, on a pre-tax basis, into a 457 deferred compensation program. This program is available to all employees who choose to participate; it is mandatory for part-time employees in lieu of Social Security.

**RETIREMENT:** Benefits are provided by the Public Employee's Retirement Systems (PERS). Each regular full-time employee becomes a member immediately upon hire. The City pays the employee's contribution to PERS (sworn employees may cost share after 07/05). General unit 2% @ 55; Safety unit 3% @ 50.

**HOLIDAYS:** 11 paid holidays.

**GENERAL LEAVE:** 160 to 248 general leave hours per year for vacation or sickness depending on classification and length of service.

**LONG-TERM DISABILITY:** Regular employees are required to participate in a long-term disability insurance program which will provide income for an employee who becomes disabled because of injury or accident.

**MEDICARE:** All newly hired employees contribute a portion of gross salary for Medicare coverage as determined by Federal regulations.

**PART TIME:** Certain designated part-time positions are eligible for benefits on a pro-rata share of hours worked (½ or ¾ share).

**NOTE:** The provisions of this bulletin do not constitute an expressed or implied contract. Any provisions contained in this bulletin may be modified or revoked without notice. Acceptance of an application does not necessarily mean qualification for the position.

# CITY OF TUSTIN

## SUPPLEMENTAL QUESTIONNAIRE

### COMMUNICATIONS OFFICER I/II

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**INSTRUCTIONS:** This supplemental questionnaire will be used to identify those candidates possessing the most suitable qualifications for this classification. Please read each of the following items and check either **YES** or **NO**. This supplemental questionnaire must be received in the Human Resources Department along **with the City application**.

ARE YOU WILLING AND ABLE TO:	YES	NO
• Work a "3/12 schedule" or three twelve-hour shifts per week? (Assigned shift times are currently: day shift – 6:00 am-6:30 pm, and night shift – 6:00 pm-6:30 am).	<input type="checkbox"/>	<input type="checkbox"/>
• Change to a different work shift, depending on departmental staffing needs, every six months?	<input type="checkbox"/>	<input type="checkbox"/>
• Work weekends and holidays, depending on your assigned work schedule?	<input type="checkbox"/>	<input type="checkbox"/>
• Stay physically at your worksite except for three, 15-minute breaks and lunch, depending upon the workload (i.e. not be able to walk around, use the restroom, get coffee, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
• Have your lunch and rest breaks scheduled for you, as opposed to scheduling your own?	<input type="checkbox"/>	<input type="checkbox"/>
• Work in an organization that is structured on a "military" model, wear a uniform, undergo regular uniform inspections and work within a highly structured "chain-of-command"?	<input type="checkbox"/>	<input type="checkbox"/>
• Have limited opportunities to socialize with co-workers during your shift due to a heavy workload?	<input type="checkbox"/>	<input type="checkbox"/>
• Receive rigorous training to ensure your work contains only minimal errors because accuracy is a <i>must</i> ?	<input type="checkbox"/>	<input type="checkbox"/>
• Work at a rapid pace for extended periods of time, performing repetitious tasks that require very careful attention to detail?	<input type="checkbox"/>	<input type="checkbox"/>
• Receive daily ratings of your job performance during your six months of training, which includes both the positive areas and those areas that need improvement?	<input type="checkbox"/>	<input type="checkbox"/>
• Work at a computer terminal for extended periods of time while maintaining intense concentration?	<input type="checkbox"/>	<input type="checkbox"/>
• Learn complex computer and phone systems?	<input type="checkbox"/>	<input type="checkbox"/>
• Respond pleasantly and quickly to multiple interruptions and requests where urgency may be a factor?	<input type="checkbox"/>	<input type="checkbox"/>
• Sit for extended periods of time at a small, confined work area in a room with low lighting?	<input type="checkbox"/>	<input type="checkbox"/>
• Strictly maintain the confidentiality of all of the information to which you are exposed?	<input type="checkbox"/>	<input type="checkbox"/>
• Provide courteous customer service to all people you come into contact with, whether in person or by telephone, including police department and court personnel, those who have poor English comprehension or difficulty communicating in English, those who are upset or irrational, and/or people who may not observe the same courtesy level with you?	<input type="checkbox"/>	<input type="checkbox"/>
• Answer and respond to calls where a violent crime is in progress and make quick decisions when one or more person's safety is at stake?	<input type="checkbox"/>	<input type="checkbox"/>
• Diffuse problem situations effectively, even when confronted with abusive language or angry behavior?	<input type="checkbox"/>	<input type="checkbox"/>
• Undergo a thorough background investigation, including but not limited to a review of: legal documents, police and driving records, credit profile, motor vehicle insurance, and questions made to and comments received from family members, spouses, ex-spouses, neighbors, business references, etc.?	<input type="checkbox"/>	<input type="checkbox"/>

**Continued on Reverse**

**Comments:**

*If you checked **NO** to any of the Supplemental Questionnaire items, please use this section to explain.*

1. Please describe any knowledge, skills and/or abilities which you feel add to your qualifications for the position of Communications Officer I or Communications Officer II.

**I UNDERSTAND THAT MY RESPONSES TO THE ABOVE QUESTIONS WILL BE CONSIDERED AS PART OF MY APPLICATION AND ALL LAWS, RULES AND REGULATIONS, WHICH PERTAIN TO THE APPLICATION, ALSO APPLY TO THIS SUPPLEMENTAL QUESTIONNAIRE.**

**Signature**\_\_\_\_\_ **Date**\_\_\_\_\_



**TO: Applicant for Communication Officer I/II #06-45**

**FROM: Human Resources Department**

**SUBJECT: Typing Certification Instructions**

This position requires a typing/word processing certification with a net speed\* of at least **35 wpm**. Due to limited resources in our office it is difficult to conduct this test on site for large applicant pools. To help ensure that you obtain this certificate by closing date we have listed several local agencies and schools that offer typing certificates, however, you may obtain a typing certificate from another similar location.

Ultimate Staffing: Please call for an appointment. The fee is approximately \$13.00

Tustin Office                      714-245-9696  
1551 N. Tustin Avenue  
Tustin, CA 92705

Santa Ana College: Enrollment of a half (.5) unit is required at a cost of \$13.00 (no other fees apply).

Business Office                      714-564-6750  
1530 W.17th Street  
Santa Ana, CA 92706

Testing is held on Mon/Wed/Fri from 8:00 a.m. – 1:00 p.m. or Thurs. from 6:00 p.m. – 10:00 p.m.

Headway Corporate Resources: Please call for an appointment. The fee is approximately \$15.00.

Newport Beach Office              949-260-9400  
1301 Dove St. Suite 650  
Newport Beach, CA 92660

Venturi Staffing: Please call for an appointment. The fee is approximately \$20.00.

Anaheim Office                      714-986-2200  
Irvine Office                          949-222-0466  
Santa Ana Office                      714-571-3720  
So. Orange Co. Office                949-380-4111

Fullerton College: Please call for an appointment. The fee is \$15.00.

Business Division Office          714-992-7089  
Email: jsanborn@fullcoll.edu or dmazzuca@fullcoll.edu

**Acceptable typing/word processing certification must meet all of the following requirements:**

- ✓ Certification must be in writing and test taken within 12 months of submission to the Human Resources Department.
- ✓ Certification must be verifiable and include a valid administrator's or proctor's name, address and telephone number. Typing tests printed from the internet will not be accepted.
- ✓ Certification must be submitted to the Human Resources Department with the official City application. You must submit the certificate in order to be considered for this position.

\* Net speed = Gross Words per Minute (GWPM) - Errors